

AppAuthorise - Frequently Asked Questions

Q1. What is AppAuthorise?

A1. AppAuthorise is a transaction authorisation feature that's required for payment or transfers of RM10,000 and above to non-favourite recipients on HLB Connect Online Banking.

Q2. How do I enable AppAuthorise?

A2. You first need to download HLB Connect Mobile Banking App. When you log in to the app for the first time, you will automatically be asked to enable AppAuthorise on the mobile device that you are logging in from. If you need to enable AppAuthorise on another mobile device, please refer to Q8.

Q3. Do I need AppAuthorise if my fund transfer or payment to a non-favourite recipient is less than RM10,000?

A3. No, for HLB Connect Online payments or transfers with amount below RM10,000, you can authorise your transaction using SMS TAC as usual.

Q4. Do I need AppAuthorise for transfers to favourite recipients, if the amount is RM10,000 or more?

A4. No, AppAuthorise is only required for transfers or payments to non-favourite recipients.

Q5. Do I need AppAuthorise if my fund transfer or payment to a favourite recipient is less than RM10,000?

A5. No, you do not need AppAuthorise for transfers or payments to a favourite recipient.

Q6. Can I disable AppAuthorise on HLB Connect App?

A6. You can, however you will not be able to perform fund transfers or payments of more than RM10,000 to non-favourite recipients on HLB Connect Online. We advise that you have it enabled on the main mobile device that you carry with you all the time.

Q7. If I am halfway through my fund transfer or payment of RM10,000 and above to a non-favourite recipient, and found that I have not enabled AppAuthorise, can I save my transaction and return to complete it later?

A7. No, you will have to start over when you have enabled AppAuthorise on your mobile device. To avoid this inconvenience, we encourage you to keep it enabled on the device that you carry with you all the time.

Q8. Can I enable AppAuthorise on multiple devices?

A8. No, AppAuthorise can only be enabled on one device at any given time. In order to enable AppAuthorise on a different device, you must first disable it on your current device.

To enable / disable AppAuthorise, log in to HLB Connect App and go to Menu > App Settings.

Q9. What if I miss / don't get my AppAuthorise notification?

A9. AppAuthorise notifications will be sent to your HLB Connect App, on the mobile device where you have enabled this feature, every time you initiate a payment / transfer of RM10,000 and above to non-favourite recipients on HLB Connect Online.

If you are not receiving the notifications, these are likely the reasons:

A. You have turned off notifications on your mobile device.

To receive notifications, you must turn on the notifications feature on your mobile device. You can also access notifications by tapping the AppAuthorise icon at the bottom of your HLB Connect App pre-login screen.

B. AppAuthorise is not enabled on your mobile device.

Please ensure you enable AppAuthorise on the main mobile device that you carry with you all the time.

C. Your mobile device does not have an active internet connection.

Please ensure you are in a data coverage area, or have an active internet connection on your mobile device to receive AppAuthorise notifications.